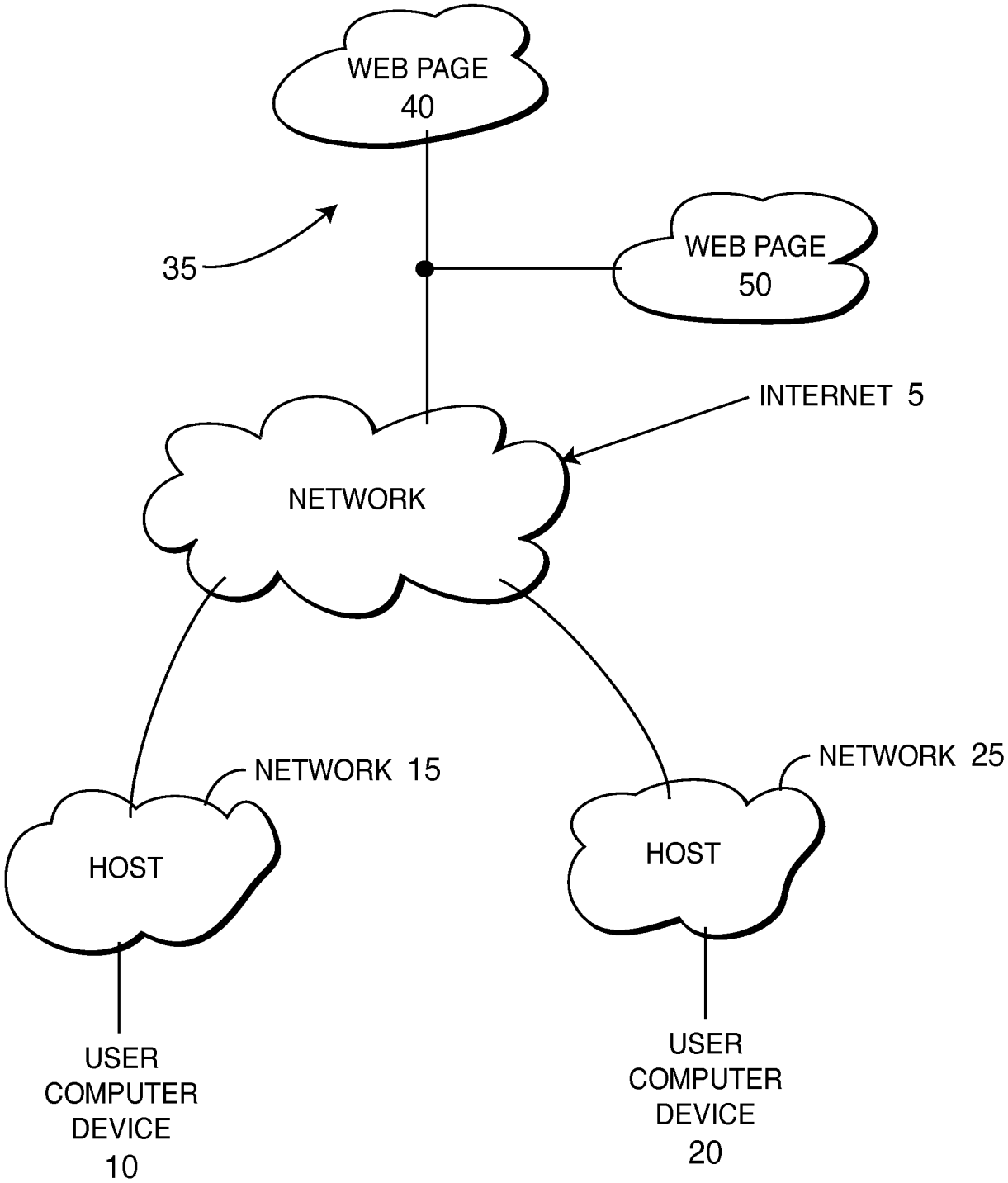



***FIG. 1***
**PRIOR ART**

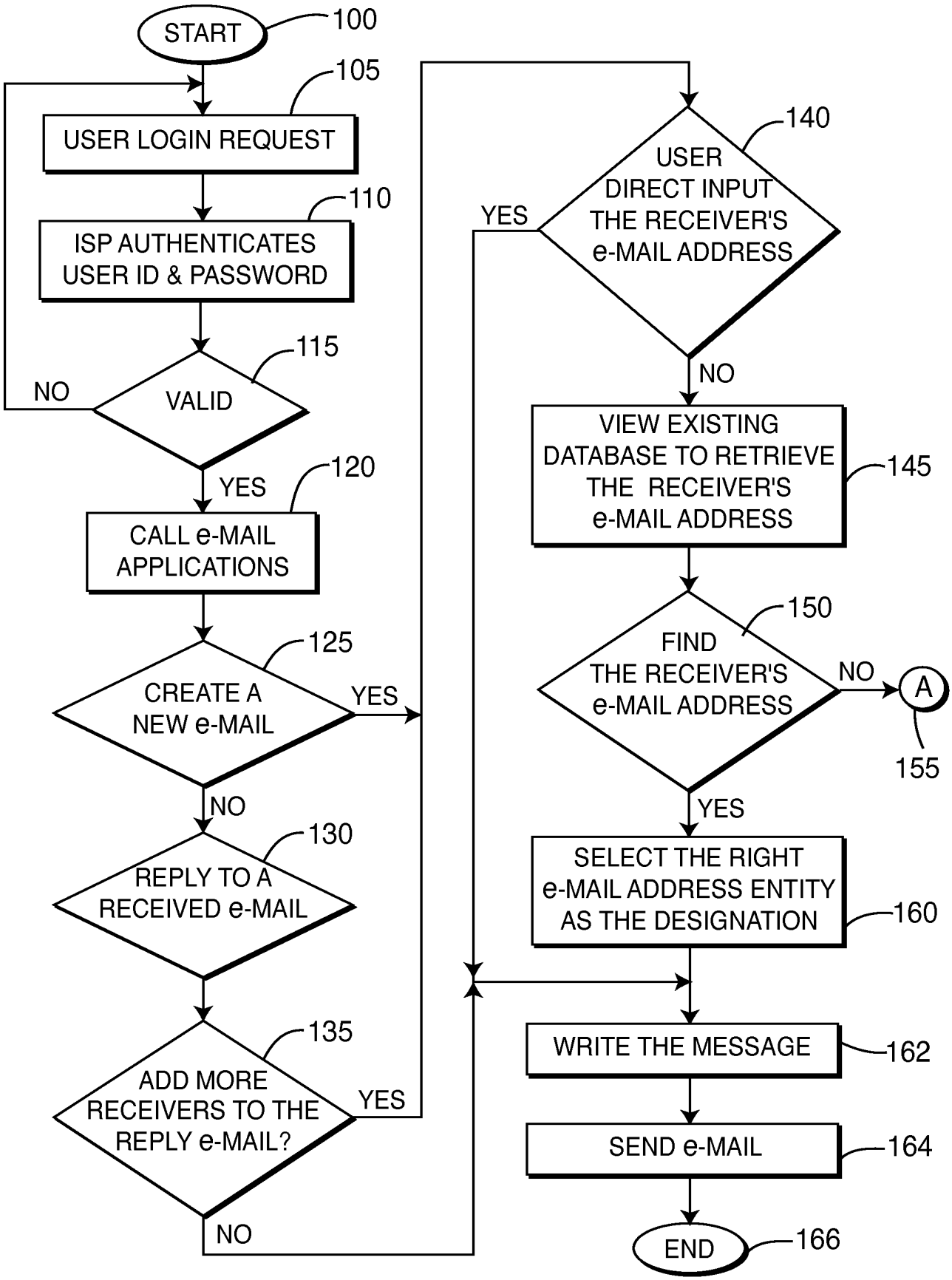

START
100
USER LOGIN REQUEST
105
ISP AUTHENTICATES USER ID & PASSWORD
110
VALID
115
NO
YES
CALL e-MAIL APPLICATIONS
120
CREATE A NEW e-MAIL
125
YES
NO
REPLY TO A RECEIVED e-MAIL
130
ADD MORE RECEIVERS TO THE REPLY e-MAIL?
135
YES
NO
USER DIRECT INPUT THE RECEIVER'S e-MAIL ADDRESS
140
YES
NO
VIEW EXISTING DATABASE TO RETRIEVE THE RECEIVER'S e-MAIL ADDRESS
145
FIND THE RECEIVER'S e-MAIL ADDRESS
150
NO
A
155
YES
SELECT THE RIGHT e-MAIL ADDRESS ENTITY AS THE DESIGNATION
160
WRITE THE MESSAGE
162
SEND e-MAIL
164
END
166

FIG. 2A

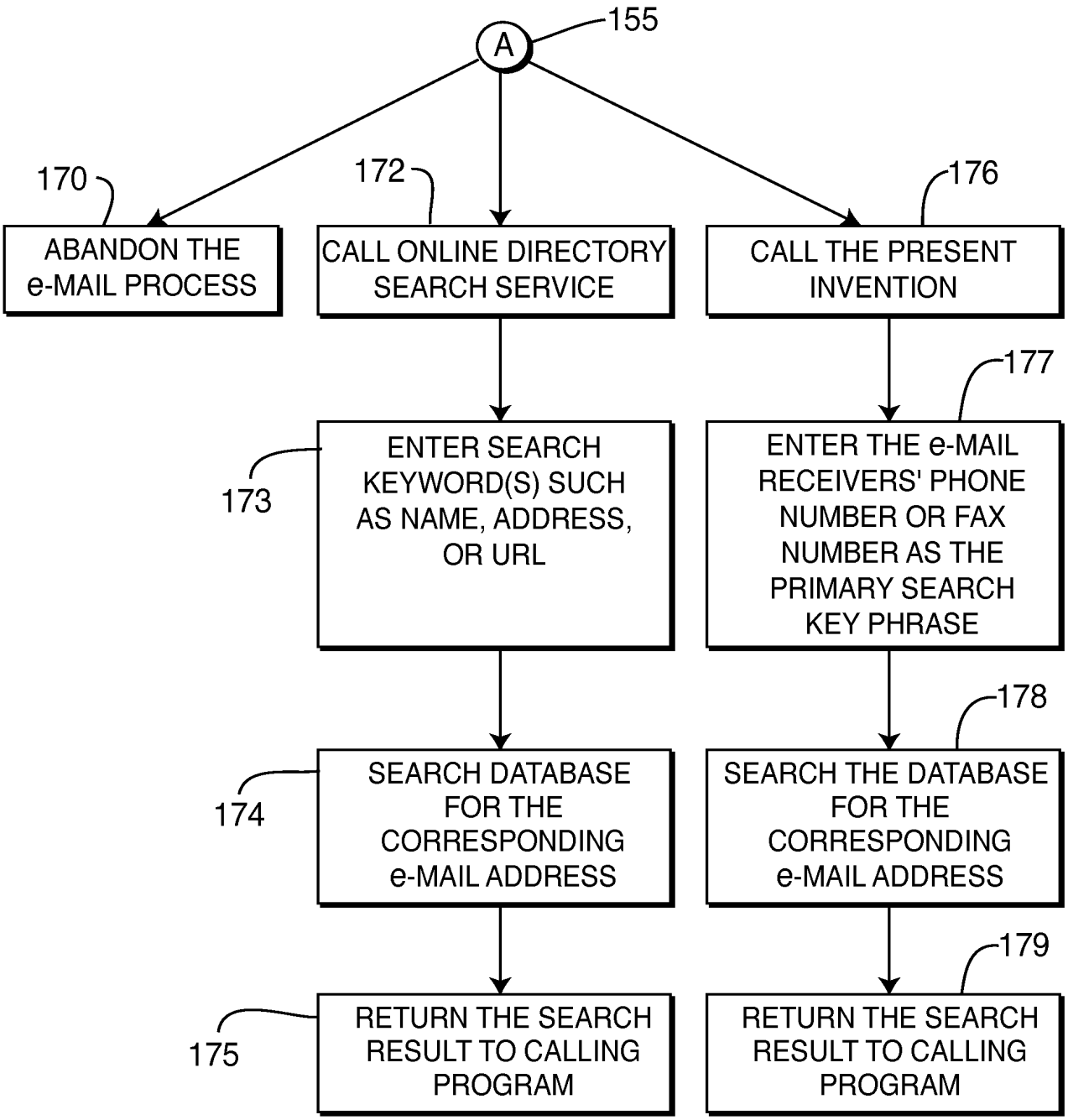

155
A
170
172
176
ABANDON THE e-MAIL PROCESS
CALL ONLINE DIRECTORY SEARCH SERVICE
CALL THE PRESENT INVENTION
177
173
ENTER SEARCH KEYWORD(S) SUCH AS NAME, ADDRESS, OR URL
ENTER THE e-MAIL RECEIVERS' PHONE NUMBER OR FAX NUMBER AS THE PRIMARY SEARCH KEY PHRASE
178
174
SEARCH DATABASE FOR THE CORRESPONDING e-MAIL ADDRESS
SEARCH THE DATABASE FOR THE CORRESPONDING e-MAIL ADDRESS
179
175
RETURN THE SEARCH RESULT TO CALLING PROGRAM
RETURN THE SEARCH RESULT TO CALLING PROGRAM

FIG. 2B

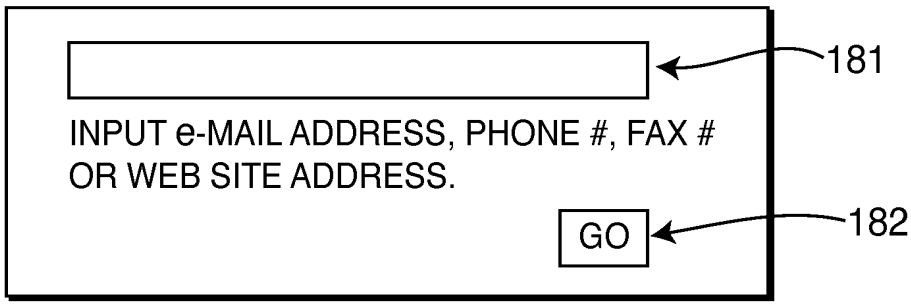



FIG. 3A

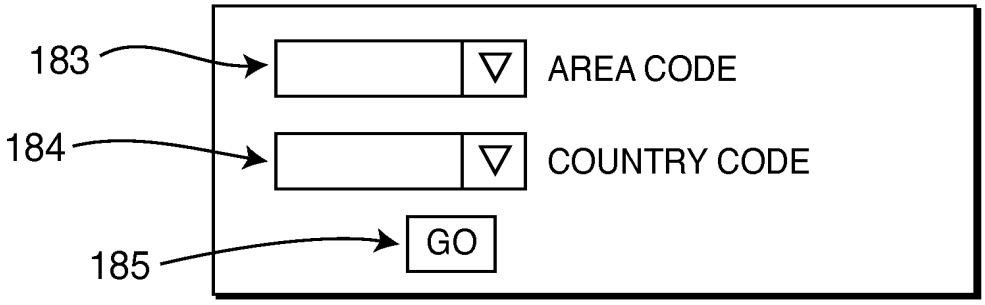
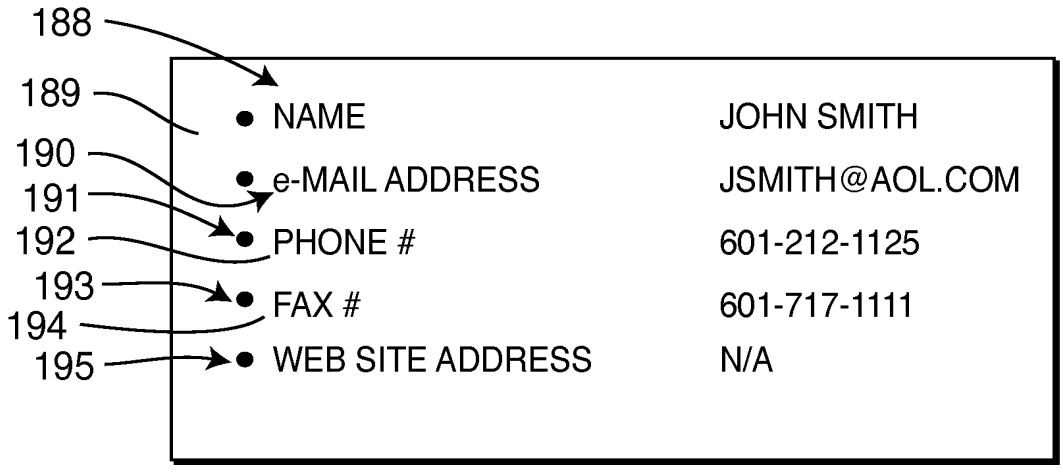



FIG. 3B




187

FIG. 3C

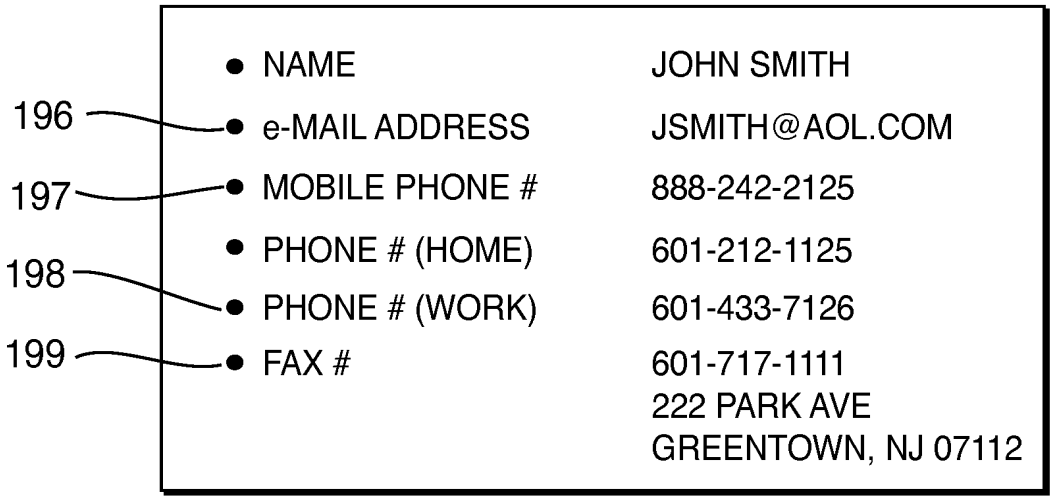



FIG. 3D

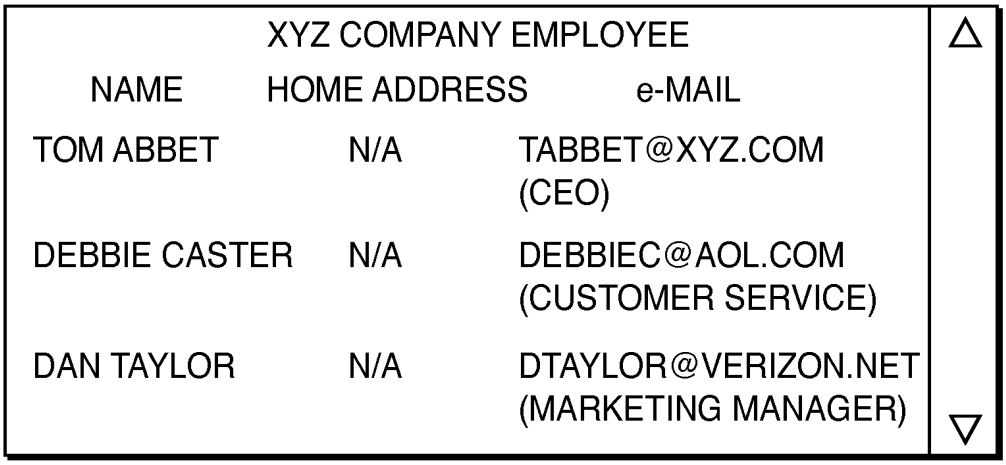



FIG. 3E

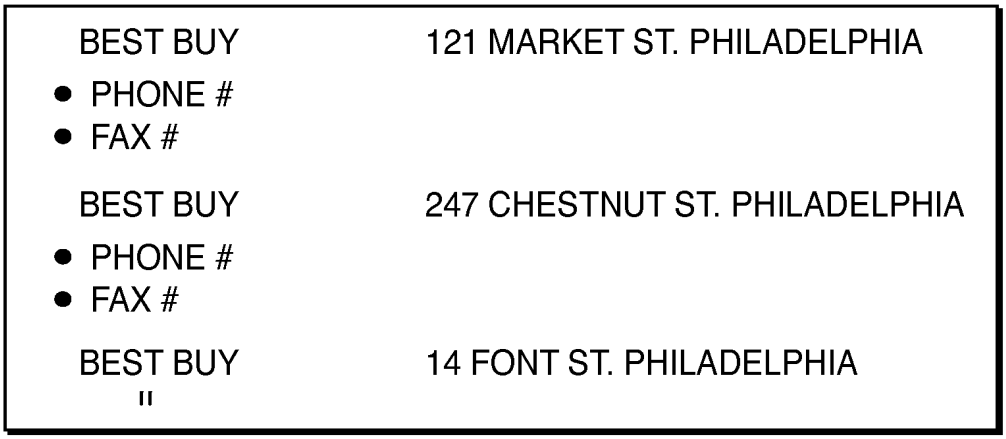



FIG. 3F

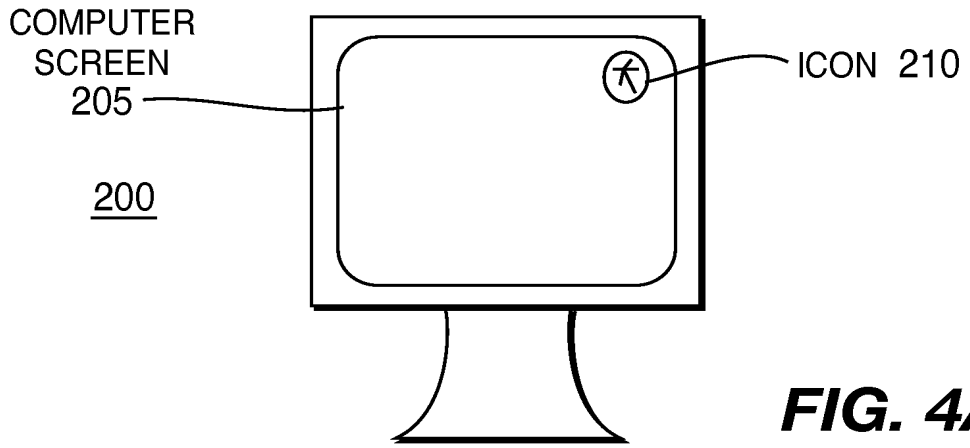



FIG. 4A

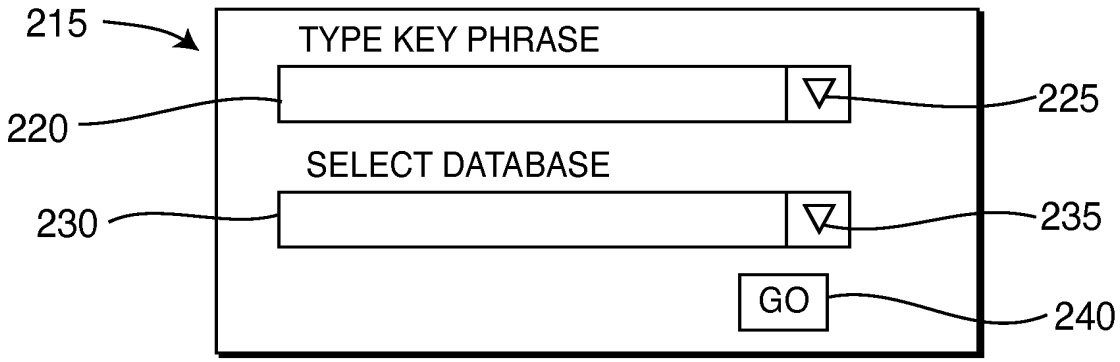



FIG. 4B

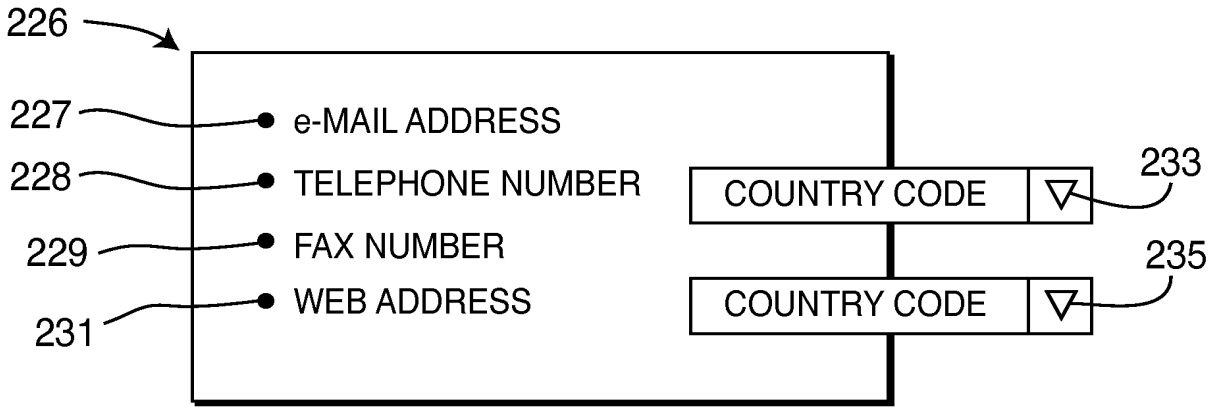



FIG. 4C

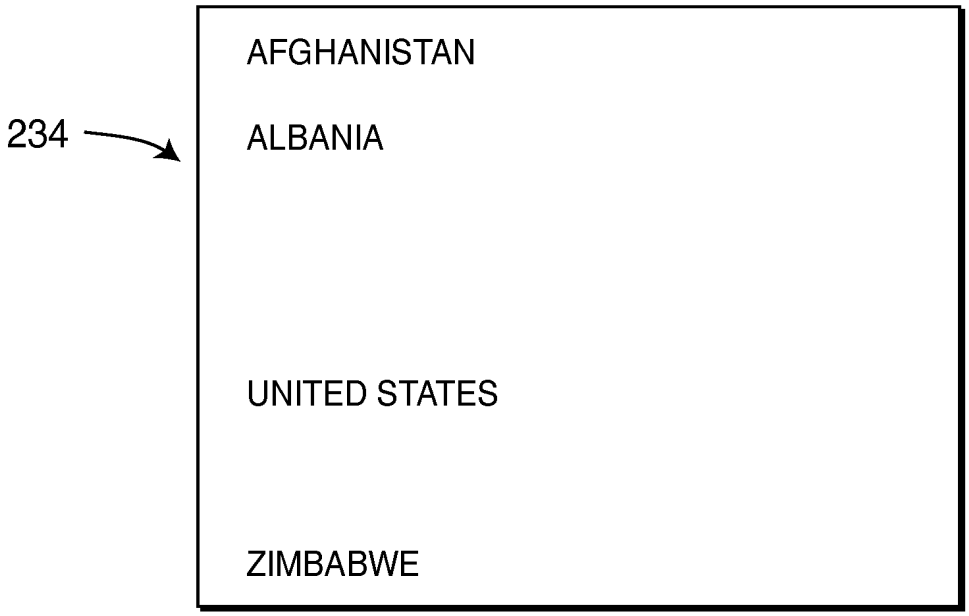



FIG. 4D

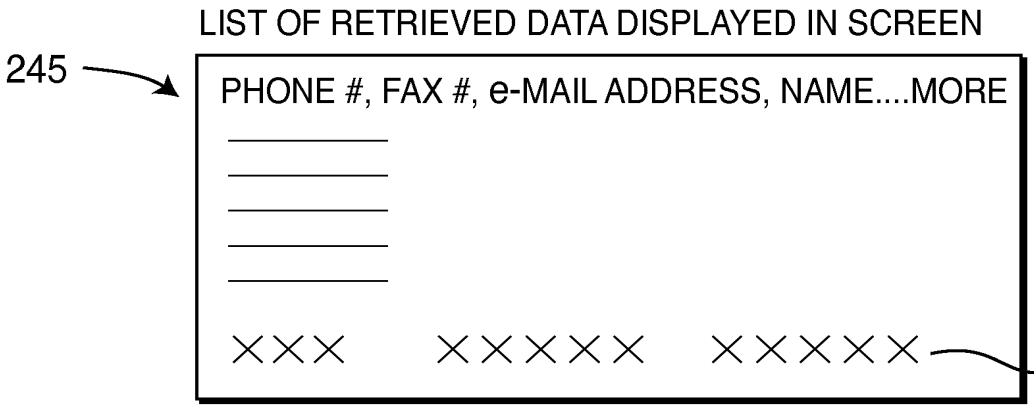



FIG. 4E

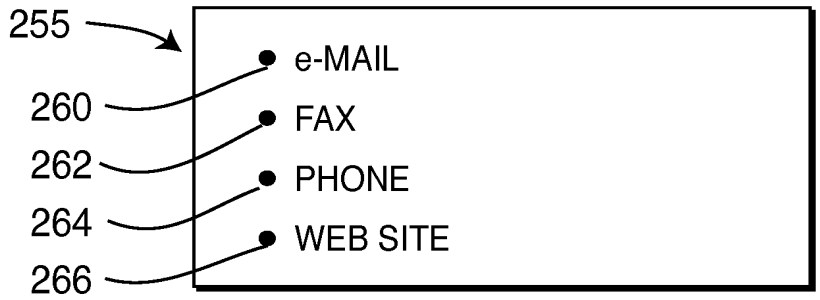



FIG. 4F

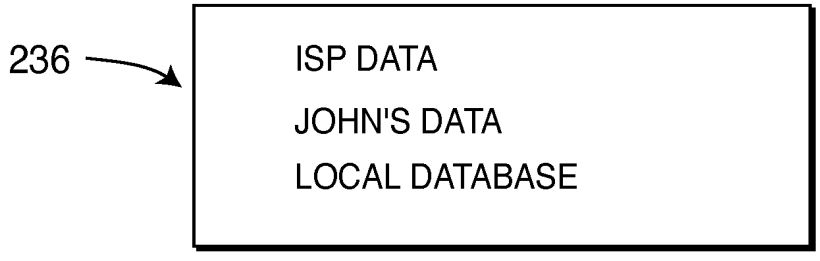



FIG. 4G

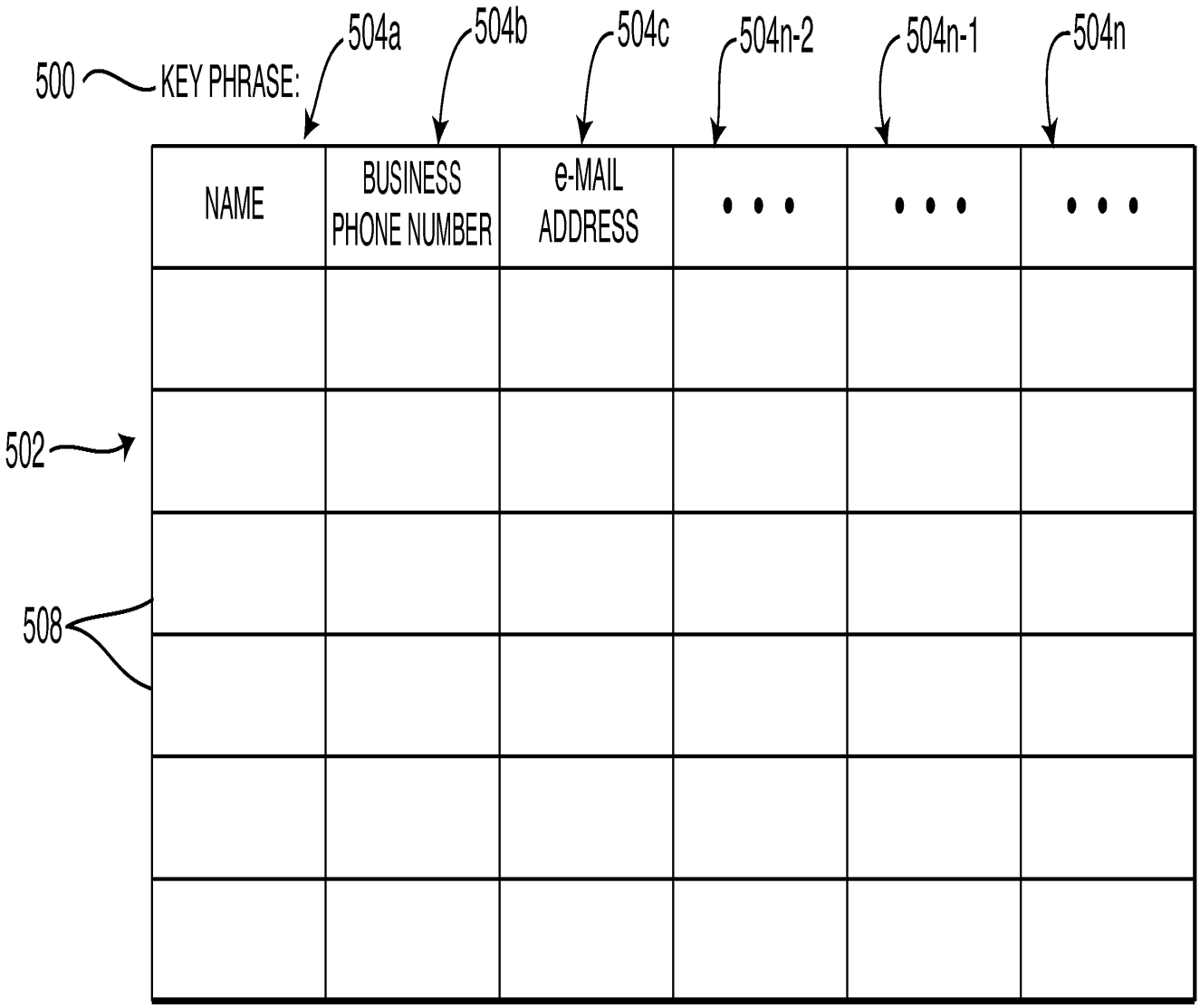

500
KEY PHRASE:
504a
504b
504c
504n-2
504n-1
504n
NAME
BUSINESS PHONE NUMBER
e-MAIL ADDRESS
502
508

FIG. 5A

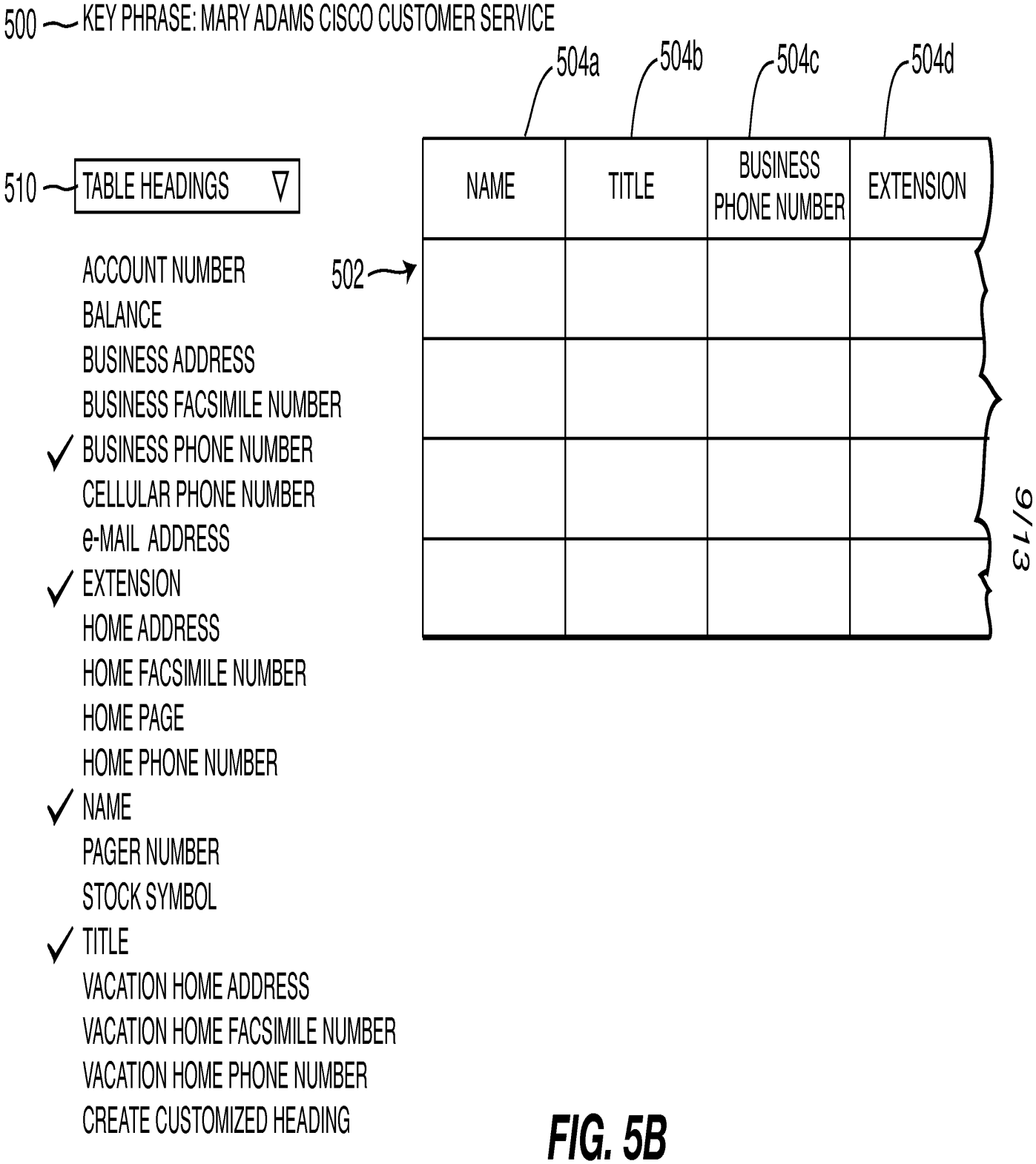

500
KEY PHRASE: MARY ADAMS CISCO CUSTOMER SERVICE
504a
504b
504c
504d
510
TABLE HEADINGS
NAME
TITLE
BUSINESS PHONE NUMBER
EXTENSION
502
ACCOUNT NUMBER
BALANCE
BUSINESS ADDRESS
BUSINESS FACSIMILE NUMBER
BUSINESS PHONE NUMBER
CELLULAR PHONE NUMBER
e-MAIL ADDRESS
EXTENSION
HOME ADDRESS
HOME FACSIMILE NUMBER
HOME PAGE
HOME PHONE NUMBER
NAME
PAGER NUMBER
STOCK SYMBOL
TITLE
VACATION HOME ADDRESS
VACATION HOME FACSIMILE NUMBER
VACATION HOME PHONE NUMBER
CREATE CUSTOMIZED HEADING

FIG. 5B

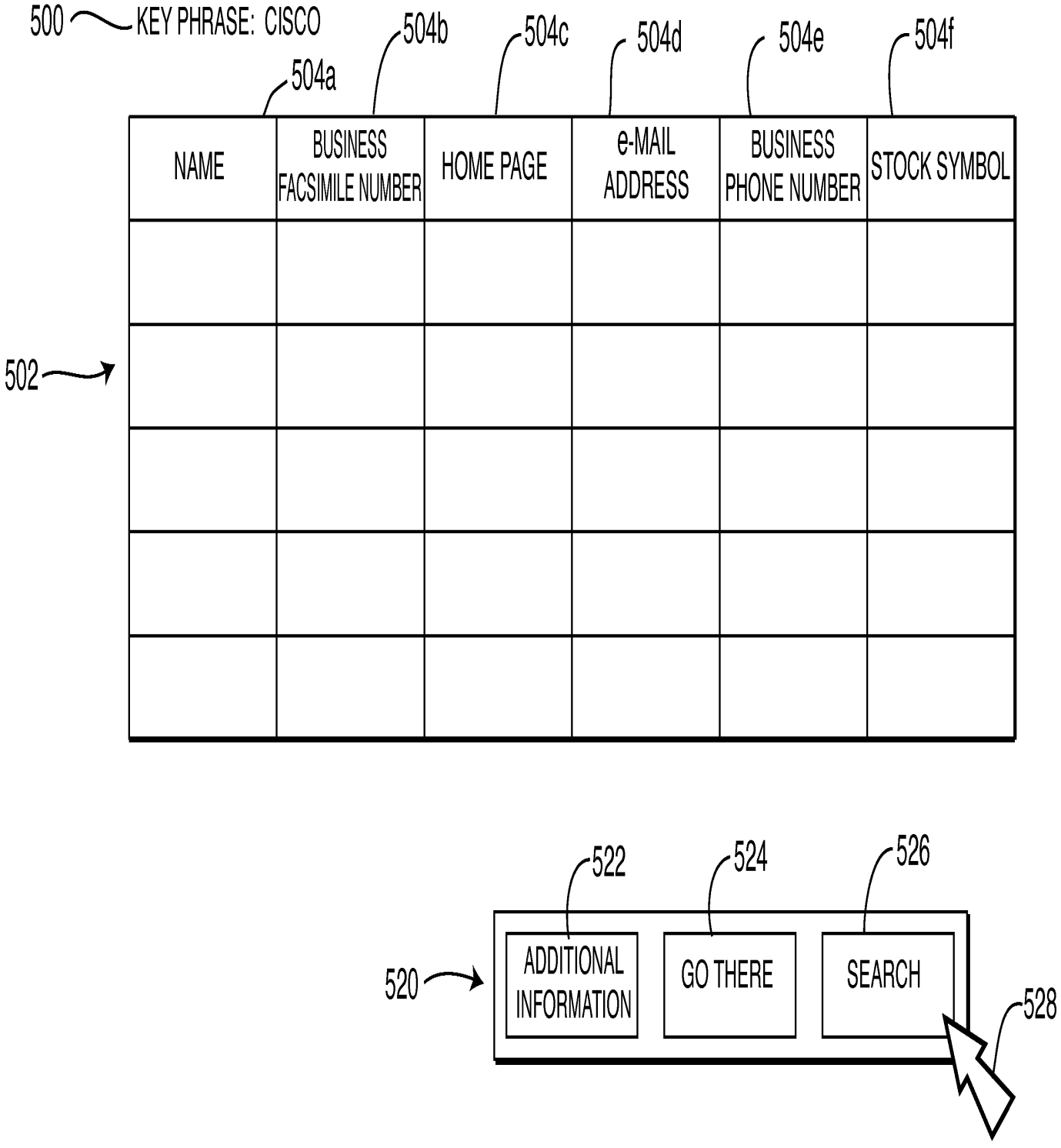
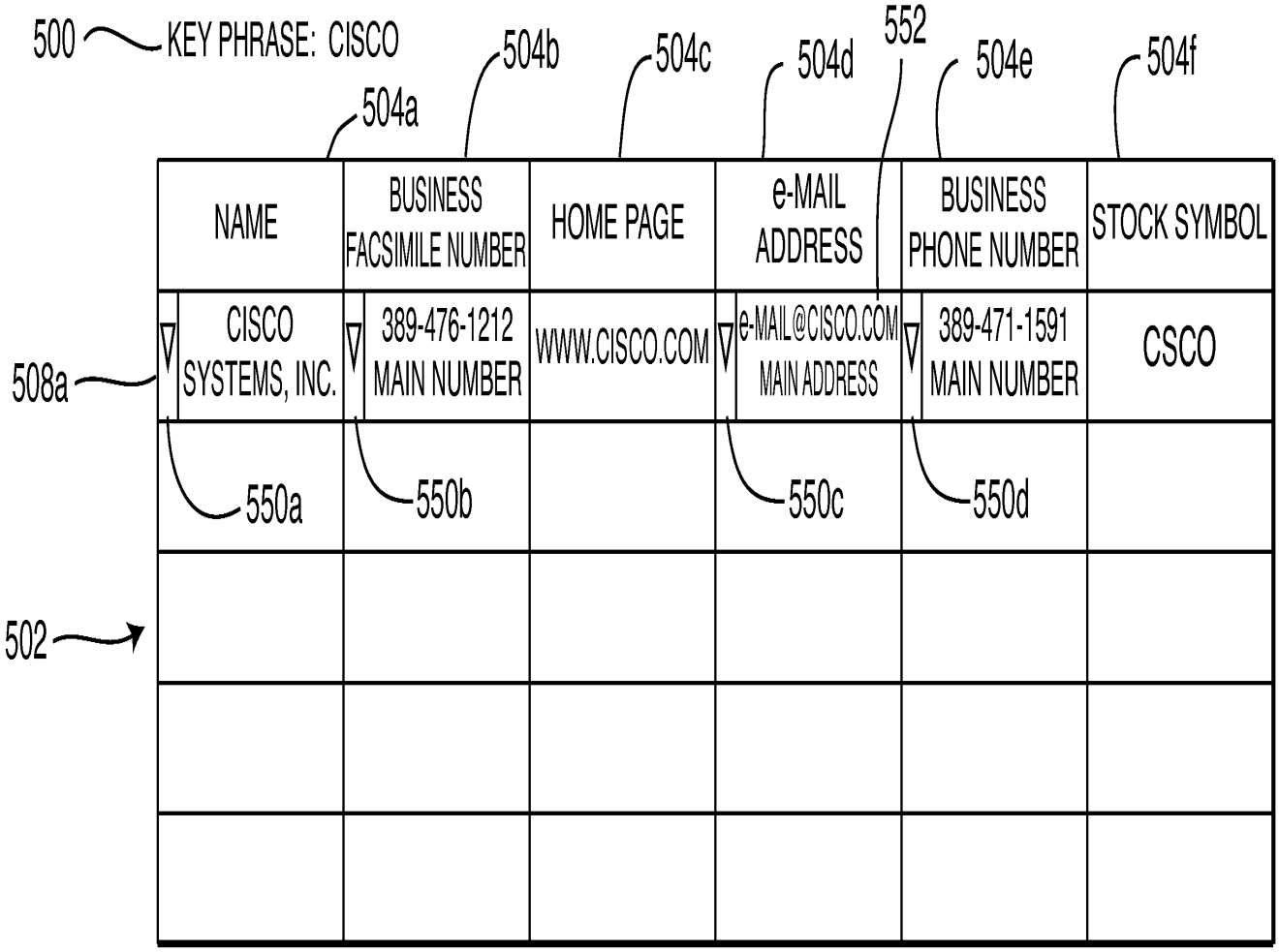

500
KEY PHRASE: CISCO
504a
504b
504c
504d
504e
504f
NAME
BUSINESS FACSIMILE NUMBER
HOME PAGE
e-MAIL ADDRESS
BUSINESS PHONE NUMBER
STOCK SYMBOL
502
520
522
524
526
528
ADDITIONAL INFORMATION
GO THERE
SEARCH

FIG. 5C


500
KEY PHRASE: CISCO
504a
504b
504c
504d
552
504e
504f
NAME
BUSINESS FACSIMILE NUMBER
HOME PAGE
e-MAIL ADDRESS
BUSINESS PHONE NUMBER
STOCK SYMBOL
CISCO SYSTEMS, INC.
389-476-1212 MAIN NUMBER
WWW.CISCO.COM
e-MAIL@CISCO.COM MAIN ADDRESS
389-471-1591 MAIN NUMBER
CSCO
508a
550a
550b
550c
550d
502

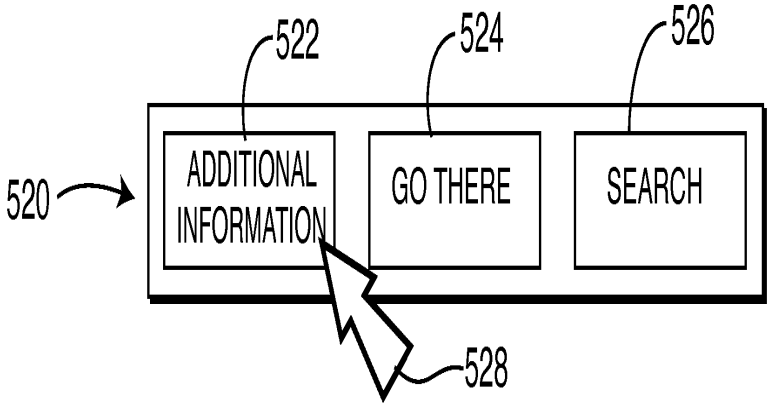

522
524
526
520
ADDITIONAL INFORMATION
GO THERE
SEARCH
528

FIG. 5D

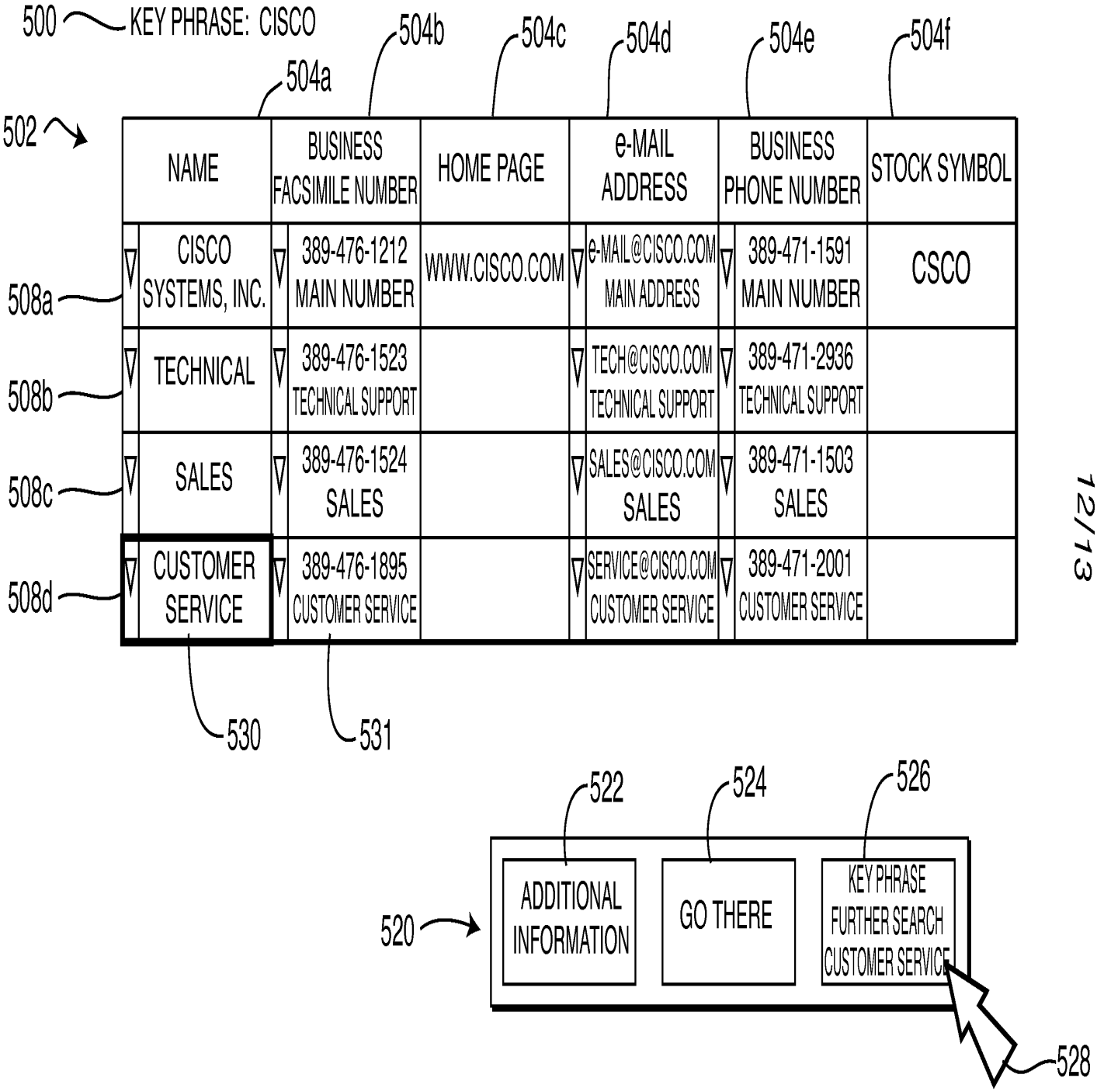
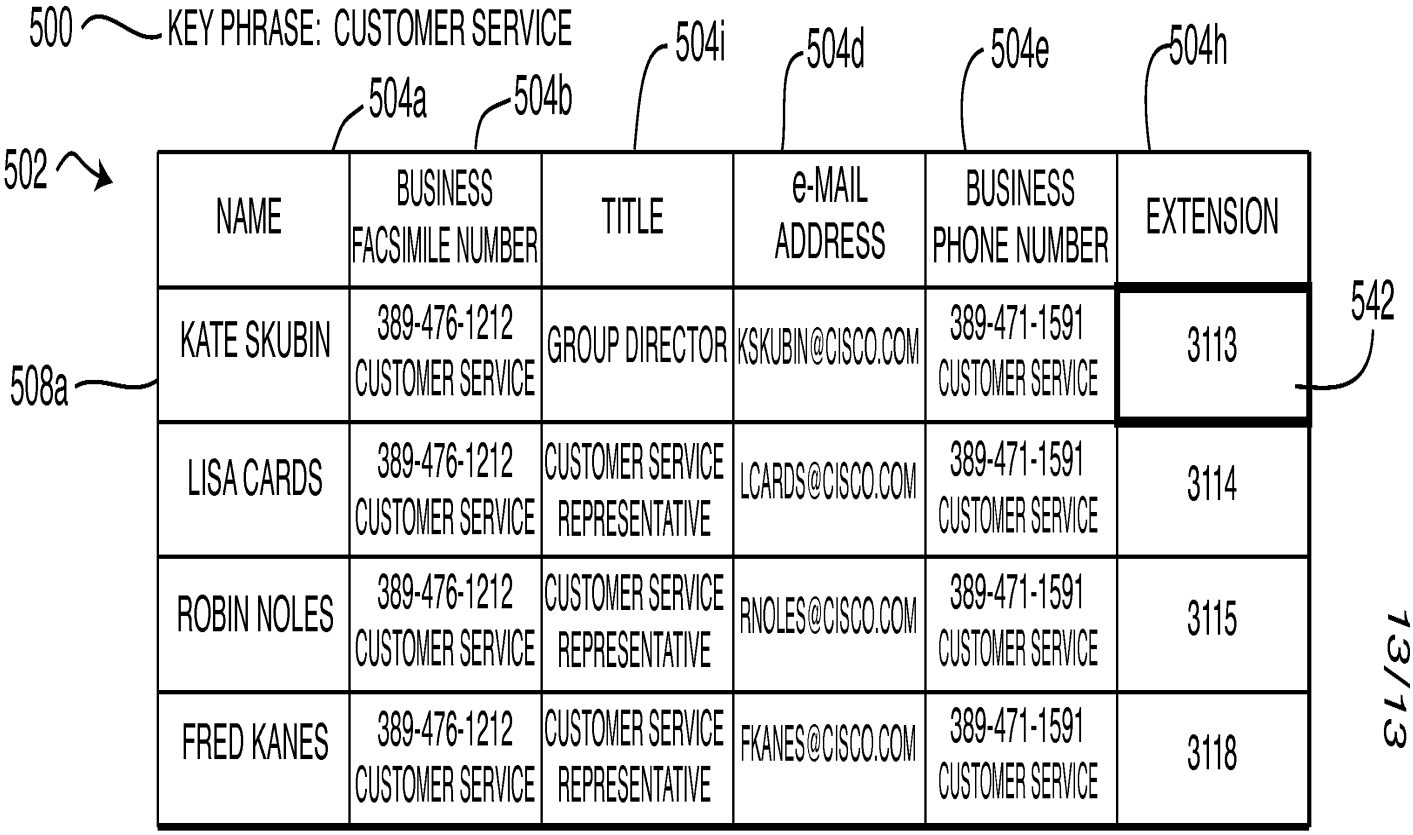

500
KEY PHRASE: CISCO
502
504a
504b
504c
504d
504e
504f
NAME
BUSINESS FACSIMILE NUMBER
HOME PAGE
e-MAIL ADDRESS
BUSINESS PHONE NUMBER
STOCK SYMBOL
508a
CISCO SYSTEMS, INC.
389-476-1212 MAIN NUMBER
WWW.CISCO.COM
e-MAIL@CISCO.COM MAIN ADDRESS
389-471-1591 MAIN NUMBER
CSCO
508b
TECHNICAL
389-476-1523 TECHNICAL SUPPORT
TECH@CISCO.COM TECHNICAL SUPPORT
389-471-2936 TECHNICAL SUPPORT
508c
SALES
389-476-1524 SALES
SALES@CISCO.COM SALES
389-471-1503 SALES
508d
CUSTOMER SERVICE
389-476-1895 CUSTOMER SERVICE
SERVICE@CISCO.COM CUSTOMER SERVICE
389-471-2001 CUSTOMER SERVICE
530
531
522
524
526
520
ADDITIONAL INFORMATION
GO THERE
KEY PHRASE FURTHER SEARCH CUSTOMER SERVICE
528
12/13

FIG. 5E




| NAME | BUSINESS FACSIMILE NUMBER | TITLE | e-MAIL ADDRESS | BUSINESS PHONE NUMBER | EXTENSION |
|---|---|---|---|---|---|
| KATE SKUBIN | 389-476-1212 CUSTOMER SERVICE | GROUP DIRECTOR | KSKUBIN@CISCO.COM | 389-471-1591 CUSTOMER SERVICE | 3113 |
| LISA CARDS | 389-476-1212 CUSTOMER SERVICE | CUSTOMER SERVICE REPRESENTATIVE | LCARDS@CISCO.COM | 389-471-1591 CUSTOMER SERVICE | 3114 |
| ROBIN NOLES | 389-476-1212 CUSTOMER SERVICE | CUSTOMER SERVICE REPRESENTATIVE | RNOLES@CISCO.COM | 389-471-1591 CUSTOMER SERVICE | 3115 |
| FRED KANES | 389-476-1212 CUSTOMER SERVICE | CUSTOMER SERVICE REPRESENTATIVE | FKANES@CISCO.COM | 389-471-1591 CUSTOMER SERVICE | 3118 |

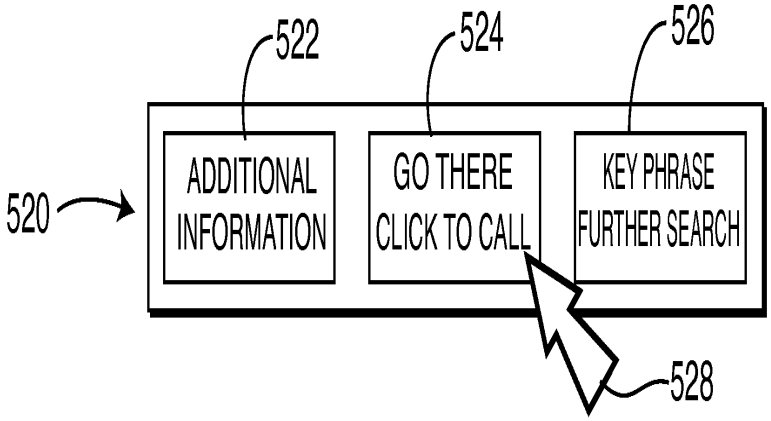



FIG. 5F